The September 22, 2009 meeting of the IT Executive Advisory Committee was held in Room 302 of the LBJ Building, 650 West State Street, Boise, Idaho.

ATTENDANCE
Members Present:
Craig Potcher (Chair), Dept. of Fish and Game
Steve Wilson (Vice Chair), Tax Commission
Becky Barton-Wagner, Dept. of Insurance
Robert Butler, Industrial Commission
Michael Farley, Dept. of Health & Welfare
Glen Gardiner, Dept. of Water Resources
Greg Zickau, Office of the CIO (non-voting member)
Alternates:
> Craig Schumacher, Idaho Transportation Dept.
> Tom Peterman, Office of the State Controller

Others present:	Mike Guryan, Office of the CIO
Sally Brevick, Office of the CIO	Bob Hough, State Controller's Office
Cheryl Dearborn, Office of the CIO	Ilya Kucherenko, COMSYS
Gail Ewart, Office of the CIO	Gregory Lindstrom, Div. of Purchasing
Bill Farnsworth, Office of the CIO	Terry Pobst-Martin, Office of the CIO

APPROVAL OF LAST MEETING MINUTES
MOTION: Barton-Wagner moved and Steve Wilson seconded a motion to approve the meeting minutes from August 4, 2009; the motion was passed.

VIDEO TELECONFERENCING – Standard 3131: Video Conference Dialing Plan
Cheryl Dearborn advised that there had been no feedback since the draft Standard 3131 was circulated.

Robert Butler queried whether the telephone number associated with the video endpoint should be geographically correct. Cheryl advised that this was not necessarily the case. If an agency wished to undertake a zone or region deployment, they could choose to make the number geographically correct. However, if an agency has several deployments in a single zone, the number does not need to be geographically assigned. Either way, calls will be routed through the internet via Boise.

Cheryl noted a correction that will be made to the Standard: in section VII there is an example of a number assigned to a video endpoint – 12083321700@adm.idaho.gov. This will read 12085772001@connect.conferencing.idahog.gov and in this way, an E164 telephone number assigned to an endpoint can be accessed using ENUM technology.

MOTION: Becky Barton-Wagner moved and Steve Wilson seconded a motion to approve Standard 3131 for presentation to ITRMC (October 2, 2009), with the correction noted by Cheryl Dearborn; the motion was passed.

SECURITY STANDARD 3240: PUBLIC FACING WEB SERVERS
Terry Pobst-Martin addressed several comments raised prior to this meeting in regard to Standard 3240:

- The document circulated for this meeting is unchanged since the last ITEAC and ITRMC meetings.
- No statutory changes will be sought regarding this Standard.
- Matters of server security is probably not appropriate for a network standard and will be removed; however, information will continue to be provided regarding resources for the securing of servers and development of secure applications.
- There is a misperception that the OCIO wants to take over complete responsibility for all web servers and applications. The OCIO would like business processes to be owned by the respective businesses, at the same time ensuring that the public-facing servers are in a secure location and not causing a security risk to the rest of the State network. There is a lot of experience within the OCIO for hosting web sites and applications for other agencies, but there are limited staff resources. Those agencies whose web applications are currently hosted by the OCIO, still have full access to manage and administer them.
- There are concerns about latency, primarily to do with the fact that a database on the DMZ may have to communicate with a database inside the network.
- There are issues with how authentication will be addressed, such as providing an authentication server on the DMZ which will allow us to avoid accessing the Internal Active Directory; there is currently no final solution but some ideas are being considered.
- There are concerns about problem resolution and response – if the OCIO was to host a web server, what would be the response time for any issues arising. The OCIO is already responding 24/7, and that would not change.
- There is a lack of trust towards other agencies on the DMZ. Terry commented that it is good to have little trust, but that precautions can be taken. There are some specific ways to virtually separate agencies on the DMZ, however the Dept. of Labor is concerned about using a VLAN and would rather use hardware to separate DMZ segments, so this will need to be worked out.
- A further benefit to having non-sensitive information on the DMZ was noted, universities would be able to easily access the information without accessing the internal network, as would anyone else requiring access to state information.
- The big issue is cost. While this could be a costly solution, the cost could be far greater if there was a data breach. The aim is not only to mitigate the risk of a security breach, but to maintain the trust of citizens.

Terry advised that a working group had been formed to consider the best way to attain the security objective, the first meeting would be held the next day.

Questions and Discussion
- Craig Schumacher queried whether a decision had been made regarding a virtual, physical, or hybrid DMZ. Most of the DMZ locations are currently physical instances, although there are a number of virtual DMZs which increases the complexity of managing the firewalls and the DMZ. Ideally, the number of DMZs should be limited to secure locations. Craig queried further whether is it going to be acceptable for ITD, Labor or Health &Welfare to have their DMZ servers in their own locations or would they have to go to a centralized location. Terry answered that, although the number of DMZ locations needs to be limited, Labor and Health & Welfare already have the DMZ in their locations, and it makes sense for ITD to have an portion of the DMZ in their server room as well. Another reason to do this is to bring servers in from unsecure locations. Some of the smaller agencies have that problem.

- Bob Hough asked whether this tied in with the Metropolitan Area Network (MAN), as the MAN would have high-speed connections. Terry responded that this <u>was</u> the case and it would mitigate a lot of people's fears. The intention is to push the timeline out further, for the benefit of the larger agencies, but this was something the working group would address. The working group would bring recommendations to ITEAC over the coming months. It was unlikely that solid decisions would be made until the new year, and Standard 3240 would not be presented to ITRMC until the working group was done.

- Several points were raised about the major areas of cost.
  - Terry advised that the cost of man hours for certifying the security of servers, as well as the web application developers, would not be included and therefore did not have to be counted;
  - the equipment would be costly;
  - the planning, moving, and the down time involved with or redundancy required for having new boxes put in new locations and getting them up and running, this will all be very time intensive for personnel;
  - a number of legacy applications are written in such a way that their IPs are hard coded; since a move to the enterprise DMZ may necessitate an IP address change, there may be some programming expense;
  - The concern for Labor and SCO is the personnel time for the change;
  - The Dept. of Water Resources has consolidated their servers and they are concerned about the licensing consequences of separating software packages. Gail Ewart noted that an enterprise license agreement with ESRI is in the planning stages so most of the products would be under one umbrella with unfettered access; other licenses such as Microsoft may be affected as well.
  - agencies sharing high capacity servers will be able to share the cost of licenses.

- Craig Potcher shared concerns from Eric Beck about the document itself, such as conflicting references to dates. Terry advised that this, and other concerns, had been addressed in a prior meeting.

ITRMC PROJECT REVIEW

Mike Guryan reminded the Committee that an ITRMC Project Review Team had been formed and members had developed a process to consider how ITRMC could meet its statutory responsibilities for reviewing large-scale projects. Projects had been requested from all agencies and the basic information placed on a SharePoint site. There were 385 projects costing about $300 million dollars, including 50 or 60 projects that were un-costed. The Team had then reviewed the projects and chosen a representative sample that, on this occasion, met a threshold of $500,000 in value, either currently being implemented or being planned for implementation in FY2011. This reduced the list of projects down to about 14, which were then further reduced by some projects being withdrawn for consideration in the coming fiscal year. There are eight projects that will be reviewed by ITRMC at the next meeting (October 2):

- ISU: Enterprise Resource Planning
- ITD: DMV Systems Modernization
- ITD: Maintenance and Pavement System (MAPS)
- PERSI: IT System Replacement
- OCIO: Idaho Consolidated Services
- OCIO: Idaho Spatial Data Infrastructure Investment Review
- OCIO: Idaho Education Network
- OCIO: Data Loss Prevention

Mike noted that half a dozen electronic document management systems had been requested and consideration would be given to collaboration in this areas as far as was possible. Even with agency-specific requirements, this could result in a purchasing contract vehicle to meet the State's needs.

Once ITRMC has approved the projects, the OCIO will capture that information and send it formally to DFM and the Governor's office.

Craig Potcher noted that he would be in discussion with Gartner over the coming weeks about imaging and best practices and would invite interested parties to participate.

IDANET/MAN
Mike told the committee that, following a great deal of discussion, steps were now being taken to obtain expert assistance. Discussions are taking place with providers regarding the implementation of a pilot within CMFONI itself in anticipation of aggregating circuits for carriers to further the replacement of IDANET. Consideration is also being given to a Statement of Work (SOW) timeline, costs ,and solving the immediate need. Everyone is aware of the rise in cost for ATM circuits that have been removed from IDANET and this is being feverishly addressed.

The current timeline indicates an implementation phase running from mid December or beginning of January, to late January or early February. The migration of WAN circuits will start around the beginning of February and run for the month. An RFP is being considered specifically for the MAN, however there are at present a number of unanswered questions in this regard. It is hoped that MAN circuits will be ordered from around mid December. The MAN will be implemented in such a way that agency circuits will be aggregated as expeditiously as possible.

Questions and Discussion
- Craig Potcher noted some interest within Fish & Game in moving to an MPLS solution and queried whether they should wait before doing so. Mike advised that it would be best to wait before taking such action and relevant parties should be invited to join the discussions and make contact with Tom Nordberg in the OCIO.

- Steve Wilson commented that there had been some initial discussions about a MAN being created in Coeur d'Alene and queried whether this was still being considered. Mike advised that it depended on the findings of the RFP but it would be desirable in any areas of the State where it made sense to do so.

IT POSITIONS CLASSIFICATIONS
Greg Zickau informed the Committee that, for the foreseeable future, he would be meeting with the Division of Human Resources (DHR) every two weeks. DHR had shared various studies regarding the classification of positions but had not been aware of what Idaho was using. Greg now has a report from DHR that details the current classifications, this can be used for proposing changes. Some positions would have to be modernized, as they have not changed in 10 or 15 years. Consideration is being given to two different levels: the larger agencies have positions that are more defined and specific, whereas smaller agencies have more general purpose positions.

The OCIO staff is reviewing the position descriptions and will feed back to DHR about what requires development. DHR will then carry out research and make some proposals back to the OCIO and, once that has been reviewed, the information will be shared with ITEAC. Greg added that there would be layers within the classification of positions that are tied to minimum qualifications – i.e. an entry level, mid level and advanced level. It was anticipated that a final report would be shared with the Director of the Dept. of Administration and the Governor by the spring.

Greg stressed that this process should be disassociated from the concept of pay. In previous discussions the disparity between state government and private sector pay has been noted but, at this stage, the process is about reducing classifications and consolidating positions. Once the process is completed, it can be leveraged for

undertaking a pay study. Craig noted that this process is also about having an accurate inventory of skills state-wide, being able to effectively hire people from outside state government, and about people being able to move between agencies more readily. Greg added that it will also help define a career path, something that is relatively difficult at present.

It was noted that previous reclassifications had resulted in people having to re-apply for their jobs. It was agreed that this was a negative consequence and it was not anticipated that it would happen this time.

Becky Barton-Wagner queried whether the current PDQs were available. Greg has requested these from DHR as it is likely that they are out of date. These will also be reviewed by the OCIO. **Greg offered to share the PDQs with Becky ahead of the review.**

ITEAC PROJECT PRIORITIES

Craig commented that the list of ITEAC Priorities had been an agenda item for several months and it was an ongoing consideration to determine how the ITEAC can address State needs. Craig suggested, and it was agreed, that this item should remain as a placeholder on the agenda as a means of reference for initiating discussion and the debating of ideas.

Craig raised a specific issue regarding enterprise agreements, particularly in regard Microsoft products. The ensuing discussion raised several points:
- Gartner had advised Craig that there were a number of reasons for a state to consider an enterprise agreement with Microsoft, including standardization and the advantages of upgrading over a 3 to 4 year period.
- This works well for agencies who are already fairly current with their technologies or want to consolidate their operating systems.
- The downside is the initial cost but Gartner advises that the savings beyond this can be staggering.
- Gregory Lindstrom and Greg Zickau believe there is already some level of enterprise agreement in place.
- There is inconsistency between agencies as to how they manage upgrades and licenses, some purchase new licenses with new desktops, others have licenses that carry over to upgraded desktops.
- The licensing agreements in place are very complex and it is difficult to fully understand the options available.
- Gartner had told Craig that Fish & Game would probably not want an enterprise agreement because that would make them level A, whereas if the state has an enterprise agreement, Fish & Game would automatically become a level D. Greg noted that it was not automatic and that the Division of Purchasing had battled over a couple of years to obtain level D pricing for the State.
- **The committee agreed that it would be beneficial to arrange a meeting (with invitations extended to ITEAC and ISEC members) where someone, possibly from SHI, could share their insight on the contractual agreements the State has and the business options available to agencies. Sally Brevick to arrange.** (Becky thought it might actually be part of the agreement with SHI that, on an annual basis, they meet with agencies to educate them in this way.)
- It was suggested that a licensing specialist be included in the IT positions classification.
- The CISCO agreement is up for renewal at the end of this year, a suggestion was made about adding clause for the awarded vendor to provide a better plan for managing SmartNet.

NEW BUSINESS

Idaho Education Network : Greg advised the committee that 12 schools now have VTC equipment installed and most are fully migrated to the education network. High school and college classes were now taking place via VTC and, in just this fall semester, there are 3,000 hours of classes for students who would otherwise not have seen these classes: psychology, advanced calculus, Latin, and holocaust literature. The total number of student hours amounts to 12,000. There is also professional certification for teachers and fire fighters.

Used PCs: Health and Welfare is looking at buying used PCs that are robust dual core machines, two years old, cost $165, and have licenses and three year warranties. Greg felt that this was a potentially phenomenal idea financially and the OCIO was considering doing the same, although it is not yet known whether this is possible given the leasing contracts in place with Dell and HP. **Michael Farley will send Greg the details regarding the company and Greg will forward this on.**

VTC scheduling site: Cheryl Dearborn demonstrated the new VTC scheduling site now available on the intranet – conferencing.idaho.gov. This is where the Tandberg management suite is loaded and there is a draft form available on how to become a user and obtain access to the site. Cheryl is working on the instructions for how to register an endpoint. There is a link to the current list of endpoints though information is still being gathered from agencies. A separate tab will be added for the Idaho Education Network endpoints. It is possible for those endpoints not accessible by the public, to be registered but not displayed in the phone book. Gail Ewart suggested displaying the locations on a map as it would be quicker and easier to read.

NEXT MEETING
The next meeting is scheduled for December 1, 2009 from 1:30 to 3:00 in Room 302 of the LBJ Building in Boise.

Respectfully submitted,

Sally Brevick, Office of the CIO